

TimeSimplicity Frequently Asked Questions

V3 (0323D)

General Information

- 1) **What is the name of SwipeClock's new scheduling system?** SwipeClock TimeSimplicity.
- 2) **What is the definition of TimeSimplicity?** TimeSimplicity is an easy-to-use, cloud-based solution that allows employers to: create schedules with drag-and-drop simplicity; view schedules by group, week, and color code as needed for easy identification; and fill last minute shift vacancies within seconds. Because TimeSimplicity is a cloud-based service, there is no software to install or servers to maintain. In addition, employers and employees can access the solution any time it's needed.
- 3) **Do I need to install software for TimeSimplicity?** No. The scheduling system is cloud based. There's no software to buy or servers to maintain.
- 4) **Will TimeSimplicity be integrated with TimeWorks and TimeWorksPlus?** TimeSimplicity will be integrated with TimeWorksPlus but **not** with TimeWorks. Users will use a single sign-on and be able to navigate between products, share permissions and Partners will have set-up controls and billing oversight for all of their accounts from a single source. The integration will eliminate the need for double-entry with data import and synchronization of employee data and synchronization of time cards and schedules. You will be able to view schedules on TWP with Mobile, view time-off requests in both products and have shared reports and alerts using both time card and schedule data.
- 5) **What will Phase I of the integration consist of?** Phase I will focus on single sign-on, passing of employee data, syncing of data, passing time-off request information, synchronizing of calendars, TimeWorks Mobile schedule to show TimeSimplicity data.
- 6) **When will the TimeSimplicity integration be complete?** Our goal is to have Phase I of the integration between TimeWorksPlus and TimeSimplicity completed within 60 days.
- 7) **Are you planning to sell the application directly to clients?** Currently, TimeSimplicity is sold through a time and attendance partner channel. We will continue to sell it through that channel.
- 8) **Can TimeSimplicity be sold separately as a standalone product? And if so what are the organizational costs/considerations and migration path for doing so?** Yes, TimeSimplicity can be sold separately and is priced as a standalone product. Integrating TimeSimplicity with an existing TimeWorksPlus site will be covered in a Quick Step guide from SwipeClock. If the account is using TimeWorks then it will need to follow the TimeWorksPlus migration guide and then be set-up to integrate with TimeSimplicity.
- 9) **If sold separately will it integrate work with other time and attendance and payroll platforms?** Yes.
- 10) **Is there a new workforce management bundle?** No. There is not a workforce management bundle. TimeWorksPlus and TimeSimplicity will be sold as standalone applications but will offer unique and valuable capabilities when used together.

Pricing

- 11) **If sold separately, is pricing different than if bundled with TimeWorksPlus?** No. TimeSimplicity is priced as a standalone product. (Please see TimeSimplicity pricing for details.)
- 12) **Is TimeSimplicity a part of the TimeWorksPlus bundle only?** No.
- 13) **How will I be billed for TimeSimplicity?** Charges for scheduling will appear on your SwipeClock invoice.
- 14) **How much will TimeSimplicity cost me as a partner per employee?** This depends on how many employees your client has and what your partner level is. Please contact your CDM for a TimeSimplicity pricing schedule. (Please see TimeSimplicity pricing for details.)
- 15) **Will there be an activation or implementation charge from SwipeClock?** Yes. There will be a standard \$100 activation fee per client.
- 16) **What is the Manufacturer's Suggested Retail Price (MSRP) for TimeSimplicity?** This depends on the client, but in general the retail price of TimeSimplicity will be up to our partners. We suggest a minimum 100% markup from wholesale.
- 17) **Will Partner Point discounts be considered in the pricing?** Yes. Please contact your CDM for a TimeSimplicity pricing schedule.
- 18) **Is there a billing grace period?** Yes. You will receive the first 30-days of service free for each client you add to the TimeSimplicity system. 30-day trial starts upon activation of account.
- 19) **When will I begin to be charged for a TimeSimplicity client?** You will be invoiced for services 30-days from when a client's account is activated.



Integrations

- 20) Will TimeWorks and TimeWorksPlus continue to offer the current scheduling feature?** Yes. If the current TimeWorks and TimeWorksPlus scheduling capabilities meet the needs of your customers they will be able to continue to use it at no charge.
- 21) Will SwipeClock continue to support Ready Set Work integration?** Yes.
- 22) How will this affect my clients using ReadySetWork or OnShift?** For clients already using ReadySetWorks or OnShift they can continue to use those products with no disruption of service.
- 23) Will TimeSimplicity continue to work with other time and attendance products?** Yes. TimeSimplicity is easily integrated with other time and attendance service offerings.
- 24) If it is stand alone, can the scheduler import employees from my payroll system?** The system comes with a user friendly way to create employee import formats.

Training, Implementation and Ongoing Client Support

- 25) What resources are available to help me sell, implement, support and market TimeSimplicity?** SwipeClock will provide free training opportunities to pre-qualified partners. We also have user manuals for both clients and their employees should you elect to position a stand-alone version of the product with your client. Beginning March 11th, an introduction to TimeSimplicity will be given via a live stream multi-cast. A webinar is planned for March 18th to provide details on how you might begin introducing the scheduling product to your clients. For those seeking to sell and support the solution when it is available, and have meet the initial prerequisite requirements, a weekly one hour training "Go To Meeting" will be held starting March 26th. The SwipeClock Online Learning Resource (SOLR) will have training videos that will allow you to get the training you need when you need it once these sessions are complete. (More information to come!)
- 26) Are there any requirements to meet before I can offer TimeSimplicity to my clients?** Yes. Please contact your CDM for details
- 27) How long does it take to typically implement a client?** About 3-hours for a typical 50 employee account, it varies based on the size and complexity of each client.
- 28) Can I do my own set up in TimeSimplicity?** Yes. After you complete training and feel comfortable with client set up.
- 29) Will Partners need to be "accredited" on TimeSimplicity before they can sell the product?** Initially, the answer is yes. We have limited bandwidth for initial training of the product launch, although we understand some may be better positioned to accommodate the training and have not yet become accredited. Once the initial instruction cycle has completed a second round of training will begin for all other interested partners. Please contact your CDM for details.
- 30) How soon will I be able to add clients to TimeSimplicity?** Once the integrated product is available in roughly 60 days, you will be able to activate accounts on TimeSimplicity.
- 31) Will TimeSimplicity be supported by me or SwipeClock?** The primary SwipeClock business model is to provide 2nd tier support to channel partners which means products are sold and supported by the channel partner. We intend to provide training so that channel partners can continue to work with SwipeClock as the primary provider of SwipeClock products. However, we will be offering sales and onboarding support services to partners for a fee through Professional Services, formerly known as ClientCare. We anticipate partners will take advantage of this paid service as they get up to speed on becoming the first tier of support.
- 32) Is there a TimeSimplicity system demo available?** Yes.
- 33) Is there a TimeSimplicity system demo video available?** Yes, we have a high-level introduction video of the TimeSimplicity product.
- 34) What if I have a client that needs this product immediately?** TimeWorksPlus and TimeSimplicity will not be fully integrated for 60-days. If you have an immediate opportunity, please contact your CDM to discuss.
- 35) How will partners request TimeSimplicity support for bringing on new clients?** Partners will have two options for bringing on new clients to TimeSimplicity. 1) Get trained by SwipeClock as an authorized TimeSimplicity partner and gain access to TimeSimplicity to bring on new scheduling business, **OR** partners may register for Professional Services and submit a service request for Professional Services to conduct a sales demo for a prospect, a new client setup and/or client training. (See Professional Services fee schedule for pricing.)

System Capabilities

- 36) Does TimeSimplicity have a POINTS system?** No, not at this time.



- 37) Does TimeSimplicity enable employers to add new shifts and notify employees of its availability?** Yes. Employers can easily add shifts and the system will notify best fit candidates based on the employee's profile. Here's an example of how this feature works— a hospital has an open shift that must be filled by a Registered Nurse (RN). All of the hospital employees identified in their TimeSimplicity profile as a RN will be notified that there is an open shift available for pick-up. They are notified by email and/or SMS (text).
- 38) Can employees access and make changes to their schedules in TimeSimplicity?** Yes. Employees may login to the TimeSimplicity Employee Self-Service portal and indicate by color code what days they are available to work and which days they are not. They may also accept available shifts easily through the portal.
- 39) Will TimeSimplicity help with managing an employee's ACA status?** Yes. Based on what you set in the employee's profile as their maximum hours to work per week, the system will notify you immediately if the employee is being scheduled for hours that will exceed the number of hours indicated in this field.
- 40) Does TimeSimplicity offer reports?** There are no specific "reports" available at this time. However, you can print any screen within the system and export data via a csv file. (Note the file will not include column headers.) We are currently developing a report writer that will allow you to create custom reports. We will have it available in the near future.
- 41) How far in advance can I create schedules with TimeSimplicity?** Indefinite (or until year 9999.)
- 42) Is there a limit on how many schedules or employees the system will handle?** No.
- 43) Does TimeSimplicity have alerts?** Yes. It has both email and SMS alerts for employees notifying them of shift changes and/or new shifts available that can be sent right to a mobile device. Email & Text collaboration is a key feature for both employers and their employees.
- 44) Can TimeSimplicity assist with managing and reducing overtime?** Yes. It offers proactive workforce management that will immediately alert you when an employee is reaching overtime. If you attempt to schedule them for more than the hours you set as their work hour threshold a pop-up window within the system will share a warning message that overtime is a factor to consider.
- 45) Will I be able to import the schedules I have in TimeWorksPlus scheduling to TimeSimplicity?** No. TimeSimplicity is a much more in-depth scheduling system than the scheduling feature that exists within TimeWorksPlus. However, adding new schedules to TimeSimplicity is easy, and you have a lot of new options to consider. Once entered you will not have to recreate them again.
- 46) Will it allow for interface with my scripting triggers already in place?** No idea? With that said, the functionality that is being developed is only for rounding punches and creating exceptions. So, we can infer that it won't have an impact but the scripting triggers are full of surprises so I can't be 100% on that.

Client Setup, Access & Use

- 47) Will clients need to sign into both TimeWorksPlus and TimeSimplicity?** No. For all TimeWorksPlus clients there will be a single sign-on that allows clients to access their timekeeping data and their scheduling data when they log into their TimeWorksPlus account. There will be a link present under the Main Menu for TimeSimplicity, same place as the TimeWorksPlus scheduling link is today. (Note the rule must be activated for the link to be present.)
- 48) Can employers create profiles specific to an employee's title and certification as applicable?** Yes. Employers may designate by department, title and certifications that may apply, such as with nursing. (Example—CNA, LPN & RN.) They may include information as it applies to their business needs.
- 49) Will clients need to manually update time-off requests in TimeSimplicity?** No. Time-off request information in TimeWorksPlus will pass to the employees schedule in TimeSimplicity to show an employee is scheduled off for a specific date(s). (This is part of the Phase I integration plan.)
- 50) How will leave requests be handled if I have both TimeSimplicity and TimeWorksPlus?** Time off requests can take place in either system. The integration will keep both systems in sync.
- 51) Does it have a bulk employee import type feature?** Yes.
- 52) If I am already using the SwipeClock internal scheduler, will my existing schedules be overwritten?** No. But we wouldn't suggest using both the TimeWorksPlus scheduling product and TimeSimplicity, as this is not necessary.
- 53) How is scheduling with TimeSimplicity activated in TimeWorksPlus for clients?** The TimeSimplicity scheduling feature will be activated by their timekeeping provider by turning on the processing rule for TimeSimplicity scheduling. Once activated the TimeSimplicity scheduling link will appear as a menu item in TimeWorksPlus.
- 54) How often will the data sync between TimeWorksPlus and TimeSimplicity?** The integration will allow data syncing to occur once every 24-hours.



Mobile App Information

- 55) Is there a mobile app available for TimeSimplicity?** No, not at this time. However, an app has been developed for employees to use and is currently in testing status. The release date has not yet been determined at this time.
- 56) Will the schedules in TimeSimplicity show in TimeWorks Mobile?** Yes. Employees will see their basic schedule that is available in TimeSimplicity in the TimeWorks Mobile app, the same as it does today. *(Note this app is NOT a TimeSimplicity app and it provides read-only scheduling data.)*
- 57) Is there a Mobile App demo available?** No. There is not one available at this time.

Marketing

- 58) Can TimeSimplicity be privately branded?** No, not at this time.
- 59) What marketing tools are available at this time?** A high-level TimeSimplicity introduction video, a product information flyer and an Introduction to TimeSimplicity guide.

Support Options (Fee-for-Service)

- 60) Is there a minimum number of employees required to utilize Professional Services (aka ClientCare) for assistance with client setup?** No, but there is a minimum charge for setup. (See Professional Services fee schedule for pricing.)
- 61) Is there a limit on how many times I can use Professional Services to assist with client setup and/or TimeSimplicity training?** No. You may utilize the service on an as needed basis. But please note you will be charged for each new client implementation is based on how many employees your client has to implement into TimeSimplicity and/or per client training instance.
- 62) How will I be billed for Professional Services?** The charges will appear as a line item per client on your monthly invoice from SwipeClock.

